

This flyer walks through the process for ARG WIC clinical staff to follow-up with Symptomatic Employees regarding their COVID-19 results using the Message Center.

Test results from orders placed for Provider **COVID, SYMP EMP**, will be routed to the **COVID-19 Symptomatic Employees** Message Center Pool for follow up by **ARG WIC Staff**.

Opting into the COVID-19 Symptomatic Employees Pool

STEP 1: From the Message Center, navigate to the **Pools** tab.

STEP 2: From the Pools tab, click the **Manage** button.

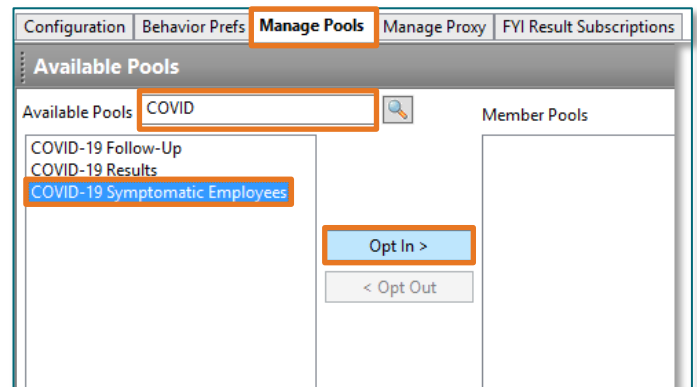
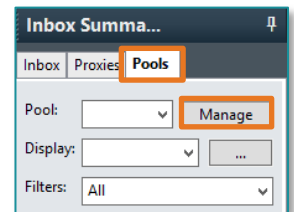
STEP 3: From the Manage Pools window, search for “**COVID**” in the **Available Pools** search field.

STEP 4: From the list of results, select the **COVID-19 Symptomatic Employees** option.

STEP 5: With the COVID-19 Symptomatic Employees option selected, click the **Opt In >** button.

- The COVID-19 Symptomatic Employees pool will display in the **Member Pools** Section.

STEP 6: After opting into the appropriate pool, click the **OK** button in the lower right of the window.



Accessing the COVID-19 Symptomatic Employees Pool Inbox

STEP 1: From the Message Center, navigate to the **Pools** tab.

STEP 2: From the Pools tab, select the **COVID-19 Symptomatic Employees** option from the Pools drop-down menu.

STEP 3: Select the appropriate Display and Filters options as needed.

STEP 4: The COVID-19 Symptomatic Employees Pool inbox will be displayed in the **Messages** tab on the right of the screen.

STEP 5: Interact with messages on the list using the typical phone follow up workflow for COVID-19 results.